

# EMBASSY OF THE UNITED STATES OF AMERICA

## MBABANE, SWAZILAND

# VACANCY ANNOUNCEMENT

VA 030-15

August 26, 2014

**OPEN TO:** All Interested Candidates

**POSITION:** Computer Operator

**OPENING DATE:** August 26, 2015

**CLOSING DATE:** September 9, 2015

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** \*Ordinarily Resident (OR): E 141,497 p.a. – E212,249 p.a. (Starting salary)  
(**Position Grade: FSN-07**). Non-cash benefits include medical and pension.

\*Not-Ordinarily Resident (NOR): Salary is in US Dollars based on the US pay plan. See the HR section for more details.

*All FP position grades are determined by HR in Washington DC*

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Mbabane is seeking an individual for the position of **Computer Operator** in the Information Systems Center (ISC).

### BASIC FUNCTION OF POSITION

This position is the mid-level of a 3-person Information Systems Center (ISC) and reports to the senior FSN in the section, the Computer Management Assistant, and replaces him during his absence. The incumbent provides the highest level of customer service. The incumbent is responsible for the Local Area Network (LAN) software applications management and analysis, LAN users' management support and training, LAN systems operation, maintenance and support, and assists with LAN and Telephone Infrastructure Support. The incumbent affords dignity and respect toward every member of the mission.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

### QUALIFICATIONS REQUIRED

**NOTE:** All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. **Items 1-5 are ALL REQUIRED**

**1. Education:** Comptia A+, Comptia Network+, Comptia Security+, Microsoft Certified Professional and working towards a Diploma in Information Technology and after completion of diploma a Baccalaureus Technologiae: Information Technology.

**2. Experience:** A minimum of four years' work experience as an IT Systems Administrator or Manager in a small to medium sized LAN. Incumbent must have experience in Active Directory domain management and administration, as well as daily systems operations and maintenance.

**3. Language:** Level III English including all common terms of computer usage.

**4. Knowledge:** Good knowledge of Communications Infrastructure and Network wiring, as well as technical skills in computer hardware maintenance is required. Advanced knowledge and administrative skills with Windows Server Administration, in a Domain Environment, Windows Active Directory, Exchange Server Administration, Windows Desktop, Advanced level knowledge and skills for MS Access, SQL and Excel Spreadsheet. MS Office suite of applications is required together with some experience of general office administration. Some knowledge and experience with Systems Management Server, and Cisco Networking Routers and Switches is desirable. CompTIA A+, Security + and Network +, MS Windows Server, SharePoint, Desktop, Active Directory, MS Exchange Server Administration certifications are desired. Web page creation and maintenance is also desired. Other advanced MCP's and Certifications will be considered.

**5. Skills and Abilities:** Excellent LAN, Domain and Network Infrastructure Management and Administration skills are required. Excellent technical troubleshooting skills of infrastructure and network as well as operating systems and applications are required. Excellent Interpersonal skills are required to enable interaction at all levels with local and American staff, as well as regional personnel. Ability to teach is required. Incumbent must have a Swazi driver's license and be able to drive a United States Government vehicle.

## **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

## **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE; **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO:**

U.S. Embassy  
Human Resources Office  
Central Bank Building  
7<sup>th</sup> Floor, Mahlokohla Street  
P.O. Box 199, Mbabane, Swaziland

Or via email to: **Mbabane\_HRRecruitment@state.gov** - include in the subject line: Application for **Computer Operator** position.

**CLOSING DATE FOR THIS POSITION: SEPTEMBER 9, 2015**

The U.S. Mission in Mbabane provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

**\* DEFINITIONS**

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Approved: AMO/HWHundt  
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